

Enterprise Incident Report April 2012

As of 5/1/2012

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Environmental Quality	Application Services	Bart Purser	0 0	2 0	0 0	2 0
		Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	11 1	0 0	11 1
	Help Desk	Brenda Treadway	0 0	5 5	0 0	5 5
		Eileen Dubach	0 0	3 3	0 0	3 3
		James Stearns	1 1	3 3	0 0	4 4
		Vicky Marrelli	0 0	4 3	0 0	4 3
		Assigned to Individual Total	1 1	15 14	0 0	16 15

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Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Metro B Desktop Support	Anthony Booyse	0 0	1 0	0 0	1 0
		Bill Crowther	0 0	35 4	1 0	36 4
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	9 0	0 0	9 0
		Michael Barth	1 0	8 0	0 0	9 0
		Peter Musser	0 0	2 1	0 0	2 1
		Tyler Pearce	0 0	6 1	0 0	6 1
		Assigned to Individual Total	1 0	63 6	1 0	65 6
	Metro B Help Desk	Gary Graham	0 0	11 10	0 0	11 10
		Janet Hongsyvilay	0 0	31 20	0 0	31 20
		Val Shepherd	0 0	16 8	0 0	16 8
		Assigned to Individual Total	0 0	58 38	0 0	58 38
	Metro B Hosting	Greg Taylor	0 0	1 0	0 0	1 0
		James Gramse	0 0	1 0	0 0	1 0

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Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Metro B Hosting	Paul Engbersen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C Help Desk	Ross Owen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Strategic Communications	Dennis Rogers	0 0	3 0	0 0	3 0
		Luis Larios	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 1	162 62	1 0	165 63

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Environmental Quality

	High	Low	Medium	FCR Total
Customer Company Total	2 1	162 62	1 0	165 63

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Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Environmental Quality	Application Services	Bart Purser	0 0	2 0	0 0	2 0
		Danielle Hood	0 0	2 1	0 0	2 1
		Dustin Crump	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	11 3	0 0	11 3
	Help Desk	Brenda Treadway	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	1 0	3 0	0 0	4 0
		Vicky Marrelli	0 0	4 0	0 0	4 0
		Assigned to Individual Total	1 0	15 0	0 0	16 0

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Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Metro B Desktop Support	Anthony Booyse	0 0	1 0	0 0	1 0
		Bill Crowther	0 0	35 1	1 0	36 1
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	9 0	0 0	9 0
		Michael Barth	1 0	8 0	0 0	9 0
		Peter Musser	0 0	2 0	0 0	2 0
		Tyler Pearce	0 0	6 0	0 0	6 0
		Assigned to Individual Total	1 0	63 1	1 0	65 1
	Metro B Help Desk	Gary Graham	0 0	11 0	0 0	11 0
		Janet Hongsyvilay	0 0	31 0	0 0	31 0
		Val Shepherd	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	58 0	0 0	58 0
	Metro B Hosting	Greg Taylor	0 0	1 0	0 0	1 0
		James Gramse	0 0	1 0	0 0	1 0

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Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Metro B Hosting	Paul Engberson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C Help Desk	Ross Owen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	3 0	0 0	3 0
		Luis Larios	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 0	162 4	1 0	165 4

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Environmental Quality

	High	Low	Medium	MIR Total
Customer Company Total	20	1624	10	1654

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Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Environmental Quality	Application Services	Bart Purser	0 0.00	2 0.59	0 0.00	2 0.59
		Danielle Hood	0 0.00	2 4.65	0 0.00	2 4.65
		Dustin Crump	0 0.00	4 0.08	0 0.00	4 0.08
		Martin Gonzalez	0 0.00	1 1.16	0 0.00	1 1.16
		Tony Larsen	0 0.00	2 1.38	0 0.00	2 1.38
		Assigned to Individual Total	0 0.00	11 1.34	0 0.00	11 1.34
	Help Desk	Brenda Treadway	0 0.00	5 0.00	0 0.00	5 0.00
		Eileen Dubach	0 0.00	3 0.00	0 0.00	3 0.00
		James Stearns	1 0.00	3 0.00	0 0.00	4 0.00
		Vicky Marrelli	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	1 0.00	15 0.00	0 0.00	16 0.00

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Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.16	0 0.00	1 0.16
		Bill Crowther	0 0.00	35 0.18	1 0.13	36 0.18
		Jay Locker	0 0.00	2 0.20	0 0.00	2 0.20
		Ken Bolkcom	0 0.00	9 0.23	0 0.00	9 0.23
		Michael Barth	1 0.15	8 0.20	0 0.00	9 0.19
		Peter Musser	0 0.00	2 0.08	0 0.00	2 0.08
		Tyler Pearce	0 0.00	6 0.21	0 0.00	6 0.21
		Assigned to Individual Total	1 0.15	63 0.19	1 0.13	65 0.19
	Metro B Help Desk	Gary Graham	0 0.00	11 0.05	0 0.00	11 0.05
		Janet Hongsyvilay	0 0.00	31 0.02	0 0.00	31 0.02
		Val Shepherd	0 0.00	16 0.09	0 0.00	16 0.09
		Assigned to Individual Total	0 0.00	58 0.04	0 0.00	58 0.04
	Metro B Hosting	Greg Taylor	0 0.00	1 0.33	0 0.00	1 0.33
		James Gramse	0 0.00	1 0.40	0 0.00	1 0.40

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Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Metro B Hosting	Paul Engberson	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	3 0.30	0 0.00	3 0.30
	Metro C Help Desk	Ross Owen	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Strategic Communications	Dennis Rogers	0 0.00	3 0.18	0 0.00	3 0.18
		Luis Larios	0 0.00	2 0.06	0 0.00	2 0.06
		Assigned to Individual Total	0 0.00	5 0.13	0 0.00	5 0.13
	Voice Operations	Gail Christiansen	0 0.00	1 0.10	0 0.00	1 0.10
		Kelly Johnson	0 0.00	2 0.26	0 0.00	2 0.26
		Romanza Hamblin Sorensen	0 0.00	1 0.05	0 0.00	1 0.05
		Assigned to Individual Total	0 0.00	4 0.17	0 0.00	4 0.17
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.03	0 0.00	1 0.03
		Assigned to Individual Total	0 0.00	1 0.03	0 0.00	1 0.03
	Assigned Group Total		2 0.07	162 0.19	1 0.13	165 0.19

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	High	Low	Medium	ATTIR Total
Customer Company Total	2 0.07	162 0.19	1 0.13	165 0.19

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Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Environmental Quality	Application Services	Bart Purser	0 0	2 0	0 0	2 0
		Danielle Hood	0 0	2 1	0 0	2 1
		Dustin Crump	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	11 1	0 0	11 1
	Help Desk	Brenda Treadway	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	1 0	3 0	0 0	4 0
		Vicky Marrelli	0 0	4 0	0 0	4 0
		Assigned to Individual Total	1 0	15 0	0 0	16 0

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Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Metro B Desktop Support	Anthony Booyse	0 0	1 0	0 0	1 0
		Bill Crowther	0 0	35 0	1 0	36 0
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	9 0	0 0	9 0
		Michael Barth	1 0	8 0	0 0	9 0
		Peter Musser	0 0	2 0	0 0	2 0
		Tyler Pearce	0 0	6 0	0 0	6 0
		Assigned to Individual Total	1 0	63 0	1 0	65 0
	Metro B Help Desk	Gary Graham	0 0	11 0	0 0	11 0
		Janet Hongsyvilay	0 0	31 0	0 0	31 0
		Val Shepherd	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	58 0	0 0	58 0
	Metro B Hosting	Greg Taylor	0 0	1 0	0 0	1 0
		James Gramse	0 0	1 0	0 0	1 0

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Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Metro B Hosting	Paul Engberson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro C Help Desk	Ross Owen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	3 0	0 0	3 0
		Luis Larios	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 0	162 1	1 0	165 1

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Environmental Quality

	High	Low	Medium	MR Total
Customer Company Total	2 0	162 1	1 0	165 1

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Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Environmental Quality	Application Services	Bart Purser	0 0.00	2 2.60	0 0.00	2 2.60
		Danielle Hood	0 0.00	2 5.24	0 0.00	2 5.24
		Dustin Crump	0 0.00	4 0.66	0 0.00	4 0.66
		Martin Gonzalez	0 0.00	1 1.17	0 0.00	1 1.17
		Tony Larsen	0 0.00	2 2.08	0 0.00	2 2.08
		Assigned to Individual Total	0 0.00	11 2.15	0 0.00	11 2.15
	Help Desk	Brenda Treadway	0 0.00	5 0.00	0 0.00	5 0.00
		Eileen Dubach	0 0.00	3 0.00	0 0.00	3 0.00
		James Stearns	1 0.00	3 0.00	0 0.00	4 0.00
		Vicky Marrelli	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	1 0.00	15 0.00	0 0.00	16 0.00

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			High	Low	Medium	ATTR Total
Environmental Quality	Metro B Desktop Support	Anthony Booyse	0 0.00	1 5.82	0 0.00	1 5.82
		Bill Crowther	0 0.00	35 1.06	1 1.26	36 1.07
		Jay Locker	0 0.00	2 1.36	0 0.00	2 1.36
		Ken Bolkcom	0 0.00	9 1.72	0 0.00	9 1.72
		Michael Barth	1 0.58	8 0.72	0 0.00	9 0.71
		Peter Musser	0 0.00	2 2.37	0 0.00	2 2.37
		Tyler Pearce	0 0.00	6 0.27	0 0.00	6 0.27
		Assigned to Individual Total	1 0.58	63 1.16	1 1.26	65 1.16
	Metro B Help Desk	Gary Graham	0 0.00	11 0.07	0 0.00	11 0.07
		Janet Hongsyvilay	0 0.00	31 0.10	0 0.00	31 0.10
		Val Shepherd	0 0.00	16 0.29	0 0.00	16 0.29
		Assigned to Individual Total	0 0.00	58 0.15	0 0.00	58 0.15
	Metro B Hosting	Greg Taylor	0 0.00	1 0.33	0 0.00	1 0.33
		James Gramse	0 0.00	1 1.09	0 0.00	1 1.09

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			High	Low	Medium	ATTR Total
Environmental Quality	Metro B Hosting	Paul Engberson	0 0.00	1 0.84	0 0.00	1 0.84
		Assigned to Individual Total	0 0.00	3 0.75	0 0.00	3 0.75
	Metro C Help Desk	Ross Owen	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Strategic Communications	Dennis Rogers	0 0.00	3 1.17	0 0.00	3 1.17
		Luis Larios	0 0.00	2 4.32	0 0.00	2 4.32
		Assigned to Individual Total	0 0.00	5 2.43	0 0.00	5 2.43
	Voice Operations	Gail Christiansen	0 0.00	1 0.77	0 0.00	1 0.77
		Kelly Johnson	0 0.00	2 0.29	0 0.00	2 0.29
		Romanza Hamblin Sorensen	0 0.00	1 1.04	0 0.00	1 1.04
		Assigned to Individual Total	0 0.00	4 0.60	0 0.00	4 0.60
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	1 0.09	0 0.00	1 0.09
	Assigned Group Total		2 0.29	162 0.76	1 1.26	165 0.76

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	High	Low	Medium	ATTR Total
Customer Company Total	2 0.29	162 0.76	1 1.26	165 0.76

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Detail

INC000000488194	Amanda smith Application Services	Mobile Devices Danielle Hood	Error Environmental Quality	Novell GroupWise PDA Connec Low Closed	TIR Missed: Yes TTR Missed: Yes	9.20 9.44
INC000000488419	Michelle Weis Application Services	None Tony Larsen	None Environmental Quality	Novell GroupWise Low Closed	TIR Missed: Yes TTR Missed: No	2.68 2.69
INC000000488813	Leigh Anderson Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.65
INC000000489015	Harry D Campbell Metro B Desktop Support	None Jay Locker	None Environmental Quality	None Low Closed	TIR Missed: No TTR Missed: No	0.21 0.96
INC000000489032	Loren Morton Metro B Desktop Support	None Bill Crowther	None Environmental Quality	Adobe Acrobat Low Closed	TIR Missed: No TTR Missed: No	0.11 1.27
INC000000489094	Mary Fugate Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	None Environmental Quality	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	0.48 3.04
INC000000489205	Spencer Wickham Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000489218	Nagendra Dev Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Environmental Quality	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.68
INC000000489259	Michael Yang Help Desk	Application Vicky Marrelli	None Environmental Quality	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000489277	Gwyn Galloway Help Desk	Application Vicky Marrelli	Error Environmental Quality	State Payroll Time Entry System Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000489455	Dan Griffin Help Desk	Network Brenda Treadway	Password Environmental Quality	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000489604	Frances Bernards Metro B Help Desk	Application Janet Hongsyvilay	None Environmental Quality	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000489730	Harold Sandbeck Metro B Hosting	Network Greg Taylor	Error Environmental Quality	None Low Closed	TIR Missed: No TTR Missed: No	0.33 0.33
INC000000489793	Michael Moss Metro B Help Desk	None Janet Hongsyvilay	None Environmental Quality	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.51
INC000000489807	Leigh Anderson Help Desk	Network Eileen Dubach	Password Environmental Quality	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000490008	Christopher Pennell Voice Operations	Telecom Kelly Johnson	Voice Mail Environmental Quality	Telephone Low Closed	TIR Missed: No TTR Missed: No	0.06 0.11

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INC000000490064	Susan Woeppel	Application	Error	None		TIR Missed: Yes	1.24
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.36
INC000000490313	Alex Pashley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000490551	David Snyder	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000490578	Nicole Carrell	Network	None	None		TIR Missed: No	0.22
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.91
INC000000490595	Krisi Schaff	Application	None	Novell GroupWise		TIR Missed: No	0.58
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.61
INC000000490723	Dave McNeill	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000490738	Ralph Bohn	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000490739	Judy Etherington	Application	Error	Adobe Dreamweaver		TIR Missed: No	0.08
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.55
INC000000490760	Hans Millican	Mobile Devices	Error	Gmail		TIR Missed: No	0.00
	Application Services	Dustin Crump	Environmental Quality	Low	Closed	TTR Missed: No	1.14
INC000000491171	Paul Harding	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000491190	Shane Bekkemellom	PC/Laptop	Hardware	None		TIR Missed: No	0.29
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.82
INC000000491209	Penny Flake	Application	None	None		TIR Missed: No	0.56
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	3.72
INC000000491550	Carolyn Koeven	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.02
INC000000491556	Joel Karmazyn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000491590	Sharon Schofield	Application	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.04
INC000000491652	Jeri P Olsen	PC/Laptop	Hardware	None		TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.04
INC000000491942	Tim Andrus	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.03
	Application Services	Dustin Crump	Environmental Quality	Low	Closed	TTR Missed: No	0.86

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Environmental Quality

INC000000492100	Susan Weisenberg	Application	None	Microsoft Office		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.03
INC000000492116	Carolyn Koeven	PC/Laptop	None	None		TIR Missed: No	0.21
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.21
INC000000492146	Steven Onysko	Network	Incident	None		TIR Missed: No	0.26
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.17
INC000000492318	Deborah Ng	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000492323	Sharon Anderson	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000492398	Jillian Woolley	Application	Reporting	None		TIR Missed: No	0.23
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Closed	TTR Missed: No	0.34
INC000000492666	Monique Rodriguez	Remote Connectivity	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Closed	TTR Missed: No	1.60
INC000000492791	Diane Hernandez	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000492871	Neil Taylor	PC/Laptop	Hardware	None		TIR Missed: No	0.28
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	0.61
INC000000492957	Dave Edwards	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.52
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.58
INC000000493001	Shane Bekkemellom	Telecom	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.36
INC000000493003	Beverly Rasmussen	None	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Michael Barth	Environmental Quality	High	Closed	TTR Missed: No	0.58
INC000000493089	Beverly Rasmussen	EIS Hardware	Printer	None		TIR Missed: No	0.15
	Strategic Communications	Dennis Rogers	Environmental Quality	Low	Closed	TTR Missed: No	2.80
INC000000493580	Lisa Gelino-Titcomb	Application	None	Microsoft Access		TIR Missed: No	0.18
	Metro B Hosting	Paul Engberson	Environmental Quality	Low	Closed	TTR Missed: No	0.84
INC000000493619	Michael Yang	None	None	None		TIR Missed: No	0.45
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	1.13
INC000000493631	Leah Ann Lamb	Application	None	Novell GroupWise		TIR Missed: No	0.08
	Application Services	Tony Larsen	Environmental Quality	Low	Closed	TTR Missed: No	1.46
INC000000493751	Richard Saathoff	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00

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INC000000493793	Ann Rosser Metro B Help Desk	Network Gary Graham	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000493880	Kim Viehweg Help Desk	Network Eileen Dubach	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000493903	Kate E Johnson Strategic Communications	None Luis Larios	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.00 4.06
INC000000493991	Jeffrey Barrett Metro B Help Desk	Application Val Shepherd	Error Environmental Quality	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.03 1.11
INC000000493994	Jeffrey Barrett Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.30 1.05
INC000000494039	David Wheeler Metro B Help Desk	Mobile Devices Janet Hongsyvilay	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000494216	Roman Kuprov Help Desk	Network Brenda Treadway	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000494297	Jon Black Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000494299	Reginald Olsen Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000494302	Richard Saathoff Metro B Desktop Support	Application Bill Crowther	Password Environmental Quality	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000494495	Melissa Copfer Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Paper Jam Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.49 1.28
INC000000494578	Melissa Copfer Strategic Communications	EIS Hardware Luis Larios	Printer Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.11 4.59
INC000000494596	Doug Wong Metro C Help Desk	None Ross Owen	None Environmental Quality	Adobe Reader Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000494600	Doug Wong Metro C Help Desk	None Ross Owen	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000494632	Wade Hansen Metro B Help Desk	None Val Shepherd	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000494645	Sharon Anderson Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000494730	Sarah Malluche Help Desk	Templeton Application Vicky Marrelli	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000494829	Gwyn Galloway Metro B Help Desk	Application Val Shepherd	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.17 1.05
INC000000495002	Karma Kehler Metro B Help Desk	Network Janet Hongsyvilay	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000495018	Michelle Weis Metro B Help Desk	Application Janet Hongsyvilay	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000495217	Nagendra Dev Application Services	Application Bart Purser	None Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.45 1.16
INC000000495227	Faye Bell Metro B Desktop Support	Print/Copy/Scan/Fax Ken Bolkcom	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 2.66
INC000000495309	Neil Taylor Metro B Desktop Support	Application Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	0.47 0.83
INC000000495417	Bill Damery Metro B Desktop Support	None Michael Barth	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.56
INC000000495434	Gwyn Galloway Metro B Help Desk	Application Janet Hongsyvilay	Error Environmental Quality	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	0.05 0.08
INC000000495591	Sandy Dixon Metro B Help Desk	Application Val Shepherd	None Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495673	Harold Sandbeck Application Services	Mobile Devices Danielle Hood	None Environmental Quality	Ipads Low	Closed	TIR Missed: No TTR Missed: No	0.11 1.03
INC000000495771	Debbie Parry Metro B Help Desk	Network Gary Graham	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495973	Michael Yang Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	0.07 2.52
INC000000495996	Diane Hernandez Metro B Help Desk	Application Janet Hongsyvilay	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000496267	Marc Wade Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.35
INC000000496318	Eva Nieminski Application Services	Mobile Devices Dustin Crump	Error Environmental Quality	Novell GroupWise PDA Connec Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.23
INC000000496610	Paul Zahn Metro B Desktop Support	Application Ken Bolkcom	Error Environmental Quality	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	0.87 1.75
INC000000496635	Michael Georgeson Metro B Desktop Support	None Ken Bolkcom	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	0.20 2.93

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INC000000496859	Karma Kehler	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.26
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Closed	TTR Missed: No	2.40
INC000000497194	Carolyn Koeven	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	0.29
INC000000497203	Rob Powers	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	0.30
INC000000497289	Carolyn Koeven	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.32
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.32
INC000000497319	Carolyn Koeven	EIS Hardware	None	None		TIR Missed: No	0.28
	Strategic Communications	Dennis Rogers	Environmental Quality	Low	Closed	TTR Missed: No	0.61
INC000000497330	Ralph Bohn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000497405	Lisa Gelino-Titcomb	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000497652	Diane Hernandez	Application	Error	Novell GroupWise		TIR Missed: No	0.73
	Application Services	Bart Purser	Environmental Quality	Low	Resolved	TTR Missed: No	4.05
INC000000498047	Michael Moss	None	None	None		TIR Missed: No	0.39
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.39
INC000000498174	Marc Wade	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	5.10
INC000000498212	Joel Karmazyn	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000498288	Jeffrey Ostermiller	Application	Reporting	Novell Messenger		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.50
INC000000498389	Sandra Wingert	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.03
INC000000498417	Toby Hooker	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.89
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.85
INC000000498520	Michelle Weis	Application	Error	None		TIR Missed: No	0.18
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.18
INC000000498659	Dale Urban	Network	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Medium	Resolved	TTR Missed: No	1.26
INC000000498693	Craig Silotti	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.04

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INC000000498831	Michelle Weis	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.03
INC000000498895	Lisa Gelino-Titcomb	Application	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.31
INC000000499103	Brent D Shaw	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000499116	David Snyder	Application	Password	Novell Messenger		TIR Missed: No	0.18
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.29
INC000000499138	Morgan Atkinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000499144	Robert Herbert	Telecom	Hardware	Telephone		TIR Missed: No	0.03
	Voice/Data/WAN Services	Greg Blessing	Environmental Quality	Low	Resolved	TTR Missed: No	0.09
INC000000499169	Judy Etherington	None	None	None		TIR Missed: No	0.31
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.31
INC000000499298	Kim Viehweg	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed: No	5.82
INC000000499310	Carolyn Koeven	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.19
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	1.76
INC000000499347	Melissa Copfer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.02
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.31
INC000000499614	Bill Damery	Remote Connectivity	None	None		TIR Missed: No	0.26
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.26
INC000000499724	Kate E Johnson	Telecom	Coverage Path	Telephone		TIR Missed: No	0.10
	Voice Operations	Gail Christiansen	Environmental Quality	Low	Resolved	TTR Missed: No	0.77
INC000000499853	Joel Karmazyn	Application	Error	None		TIR Missed: No	0.16
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.26
INC000000499921	Ralph Bohn	Application	Error	Java Media Framework		TIR Missed: No	0.40
	Metro B Hosting	James Gramse	Environmental Quality	Low	Resolved	TTR Missed: No	1.09
INC000000500066	Michelle Weis	Application	None	ArcGIS Server Applications		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	3.45
INC000000500224	Ilene Staker	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.09
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.39
INC000000500679	Daniela Walsh	None	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	1.62

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INC000000500698	Kimberly A Wilcox	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.01
INC000000500795	Sarah Malluche Templeton	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.12
INC000000501456	Frank Stehno	Application	None	Gmail		TIR Missed: Yes	1.16
	Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: No	1.17
INC000000501746	Toby Hooker	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000501750	David Hansen	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000501770	David Snyder	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000501795	Benjamin Brown	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000502399	Jennifer Yee	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.08
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.44
INC000000502416	Andrea Riddle	PC/Laptop	Hardware	None		TIR Missed: No	0.20
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.66
INC000000502819	Faye Bell	Telecom	Voice Mail	Telephone		TIR Missed: No	0.47
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	0.47
INC000000502883	Susan Weisenberg	None	None	None		TIR Missed: No	0.30
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.67
INC000000503075	Paul Zahn	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.23
INC000000503163	Allan Moore	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000503171	Pam Jacob	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000503325	Teri Weiss	EIS Hardware	Printer	None		TIR Missed: No	0.10
	Strategic Communications	Dennis Rogers	Environmental Quality	Low	Resolved	TTR Missed: No	0.11
INC000000503339	Doug Tanner	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000503466	Jeff Vandel	Application	None	Microsoft Excel		TIR Missed: No	0.26
	Metro B Desktop Support	Ken Bolcom	Environmental Quality	Low	Resolved	TTR Missed: No	0.74

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INC000000503579	Doug Hansen	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000503591	Donna Spangler	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	High	Resolved	TTR Missed: No	0.00
INC000000503688	Rachel Winters	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000503815	Annie Johnson	Telecom	None	None		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Resolved	TTR Missed: No	1.04
INC000000503824	Leah Ann Lamb	None	None	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.19
INC000000504009	Linda Matulich	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.02
INC000000504217	Robert Bird	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.03
INC000000504232	Jeffrey Ostermiller	Mobile Devices	None	None		TIR Missed: No	0.11
	Application Services	Dustin Crump	Environmental Quality	Low	Resolved	TTR Missed: No	0.40
INC000000504593	David Hansen	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000504661	Doug Tanner	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Resolved	TTR Missed: No	0.13
INC000000504720	Ken Bousfield	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.15
INC000000504724	Roy Van Os	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.02
INC000000504919	David Hansen	Application	None	ZENworks for Desktops		TIR Missed: No	0.08
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.08
INC000000504977	Charles Bishop	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000504981	Joan Thalmann	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.45
INC000000505099	Doug Tanner	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.16
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	1.30
INC000000505340	Robin V Davis	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00

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INC000000505393	Robin V Davis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Resolved	TTR Missed: No	0.00
INC000000505532	Marsha Case	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Resolved	TTR Missed: No	0.40
INC000000505666	Lenora Sullivan	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Resolved	TTR Missed: No	0.17
INC000000505861	Jalynn Knudsen	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Resolved	TTR Missed: No	0.21
INC000000506050	Brad Maulding	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Resolved	TTR Missed: No	0.00
INC000000506051	Michelle Weis	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Resolved	TTR Missed: No	0.05
INC000000506319	Marsha Case	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low Resolved	TTR Missed: No	2.93
INC000000506407	ellen nagle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low Resolved	TTR Missed: No	0.00
INC000000506475	Andy Hale	Network	Password	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	0.66
INC000000506717	Richard Sanborn	Application	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	1.50
INC000000506951	Daniel Hall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Resolved	TTR Missed: No	0.00
INC000000507085	Edith Barker	Application	Error	None	TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	0.23
INC000000507101	Jennifer Yee	None	None	None	TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Resolved	TTR Missed: No	1.05